


**ADDENDUM 002
REQUEST FOR BID
Secret Shopper Service
RFB # 2-080807AS**

Bidders should acknowledge receipt of Addendum 002 (TWO) by signing and including it with the original bid. The due date for receipt of bids remains unchanged by this Addendum. Accordingly, the following clarifications, questions and answers are believed to be of general interest to all potential Bidders. All other terms and conditions remain unchanged and in full force.

Name and Title of Signer (Print or type)	Name and Title of Department Authority Angela Sutton Procurement Agent
Bidder/Offeror Signature	Department of Transportation 
(Signature of person authorized to sign)	(Authorizing Signature)
Date Signed:	Date Signed: 8/4/08

QUESTIONS/CLARIFICATIONS

Question 1: Are all the calls made to a central number? Or do you anticipate comparisons across locations/customer service representatives?

Answer: We have 10 districts across Missouri and 10 different call centers... we provide service 24/7. Before and after traditional business hour calls for all districts go to our live customer service centers one in Kansas City and one in St. Louis.

Question 2: What sorts of queries do you anticipate requesting (3.8)?

Answer: Similar to Excel, we would like to extract and manipulate information as needed from the original information we predetermine would be in the reporting documents.

Question 3: Do you anticipate either the call or the survey being much longer or shorter than 2 minutes?

Answer: Our survey is 30 seconds, 3 questions.

Question 4: Roughly how many people will need to be trained on our system?

Answer: No more than 25.

Question 5: Is telephone training acceptable or would you prefer in-person?

Answer: We prefer, one meeting, in person.